

Hamilton Relay Annual Complaint Report

06/01/01 to 05/31/02

Technical Complaints--Line Disconnected

Inquire Date 3/11/02

Record ID 4443

Call Taken By Lead CA

CA Number

Responded By Tina Collingham

Response Date 3/11/02

Resolution 3/11/02

The customer was disconnected during his call and wanted to know if the relay was having any problems.

The customer service representative apologized for the inconvenience and explained that the relay was having technical difficulties at the moment and to please call again.

Hamilton technicians had installed a new software load and experienced problems with the new load several hours later. All traffic was processed in another center until the problem was corrected several minutes later.